Comfort Pro A IVE

User Manual

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Integrated Connection Data Recording: Comfort Pro A IVE

Overview

The integrated connection data recording application **Comfort Pro A IVE** is an optional software package for the Comfort Pro communications system.

This software package records the data associated with all external calls made through the Comfort Pro communications system. The recorded connection data can be displayed on the screen and analysed using a number of individually configurable filter criteria.

Licence

A licence is required to activate the "Comfort Pro A IVE (integrated connection data recording)" programme package for use (see also Licensing: the Activation Procedure starting on page 8).

Web Console Application

The Comfort Pro communications system's software integrates the **Comfort Pro A IVE** package as a Web application which can be conveniently operated via the Web interface (Web console) of the Comfort Pro.

Users must be given authorisation to use the application. Authorisation for each user group is configured by the system administrator.

Data Recording

With the **Comfort Pro A IVE** programme package connection data of the subscribers (users of the Comfort Pro communications system) is recorded for whom the authorisation **Recording incoming connections** and/or **Recording outgoing connections** has been activated (in the **Configurator** menu **User Manager: User groups**).

For every external connection made through the communications system, the following parameters are stored as a data record:

- Date and time of the connection
- Duration of the connection
- ISDN units and ISDN charge
- The internal and external call numbers (MSN or system access trunk number) between which the connection is established
- The user who has been assigned the internal call number user
- The company this user works for

  This is useful for analysing connection data if several companies are using the same Comfort Pro communications system (multi-company variant).
- The network provider used for the connection

- The ISDN service type (telephone, fax etc.)
- Whether the connection was an incoming or an outgoing call (the user made or received the call)
- Which communications system's port was used for the connection and which route was used
- When a connection has been put through (e. g. call transfers) the individual transfers which belong together are marked with a call-id
- For incoming connections the call number that was originally called (e. g. hunt group number)
- Whether the call was a business call or a private call
- The establish type via which the connection was created (e.g. call forwarding or remote-controlled dialling)
- The time in which the connection was in call state
- As an option, if set by the user before or during the call: the project (or booking) number

For more details on each parameter please refer to the application's online help.

Further information on the above features and ISDN functions can also be found in the "Glossary" supplied with your communications system (supplied as PDF file on the Comfort Pro product CD).

Data Analysis

You can filter and analyse the recorded data with the help of various criteria which can be saved in a profile and used again at a later date.

A profile defines which of the recorded data are to be output for a connection data record, e.g. start time and units, the user (who made or received the call), the network provider (used to make the call).

Data Backups

The **Comfort Pro A IVE** programme can store up to 6000 data records and manage up to 20 different profiles.

The connection data records and the profiles are stored together with the system configuration data of the Comfort Pro communications system.

It is advisable to regularly make backups of these data using the **System: Data Backups** menu in the **Configurator** of the Comfort Pro communications system. For further information on data backups please refer to the menu's online help.

External Call Charge Metering Software

If required, an external call charge metering programme may be used in addition to the **Comfort Pro A IVE** programme package.

The call charges can also be transmitted to an external programme for recording charges via CSTA (Computer Supported Telecommunications Application). There is a corresponding conversion programme available for doing so. If you desire further information, please contact the Deutsche Telekom Technical Service.

Scope of Delivery

The following is included in the scope of delivery:

- the licence confirmation for the Comfort Pro A IVE programme package,
- the Comfort Pro A IVE user guide (supplied as PDF file on the Comfort Pro product CD).

Licensing: the Activation Procedure

You need an activation key to be able to configure and use the Comfort Pro A IVE programme package in your Comfort Pro. The licence confirmation you received with the programme package contains detailed information.

To activate the programme package ...

1. In the **Configurator's System: Licences** menu, enter the activation key for the Comfort Pro A IVE programme package. This activates the package.

2. Then save the Comfort Pro configuration. The activation key is then also saved in the configuration file. In the event of servicing, after resetting the system's hardware for example, you can reimport this configuration file and the Comfort Pro A IVE programme package is then reactivated.

Note: If it is necessary to exchange the Comfort Pro's module board, a new activation key must be generated by the Deutsche Telekom Technical Service for the new serial number.

Profiles

Creating Profiles

Profiles are used to save criteria for analysing connection data, which enables you, for example, to make monthly comparisons of the data (see also Data Analysis starting on page 6).

The Comfort Pro communications system can store and manage up to 20 different profiles. The criteria defined in each profile can be changed temporarily for individual analyses. The factory settings do not include any profiles. You can create profiles in the **Profile** menu of the **Comfort Pro A IVE**application.

Profile Backups

The profile configurations are stored together with the system configuration data of the communications system. After creating a new profile or changing a profile's configuration you should save the current system configuration data (see also Data Backups starting on page 6).

Connection Data

Connection Data Backups

The connection data are stored together with the system configuration data of the communications system.

In addition, you can export and save connection data on another storage medium or print them out for further analyses.

Please note: Make sure to observe regulations regarding data protection when processing (displaying, exporting, printing, deleting) connection data!

Displaying Connection Data

Connection data are displayed in the form of a table on the screen. This output can be manually restricted to single data records or data fields. If you have selected a previously defined profile, the programme will display only the connection data relevant to the profile configuration. If required, this output can also be restricted.

You can export, print out or delete the displayed data.

Exporting Connection Data

Recorded connection data can be exported as files in the *.csv (Comma Separated Value) format. You can choose a platform (Windows, Unix, Mac) and define a suitable field separator (semicolon or tabulator).

The data can also be exported and archived using the *.zip data compression format.

If you use the Microsoft Internet Explorer browser, data exported to a *.csv file will be displayed in the browser window on a data sheet but not be stored into a file. Use the *.zip format to export the data then.

Tip

Should you want to access an exported *.csv file using Excel, then open the file via the File menu in the menubar of the programme. Opening the file via the file system (i. e. double-clicking on the file) may not correctly display the file.

Printing Connection Data

Printed connection data are presented in tables similar to the screen display. Before printing you can define the number of lines to be printed per page; each line represents one data record.

Every printed page will show the print date and page number.

Deleting Connection Data

In order to free up memory resources, it is good practice to delete connection data that is no longer needed.

Apart from manual deletion, connection data records are automatically overwritten when the maximum number of 6000 data records is reached. The oldest records are then overwritten. As soon as 80% of the maximum data record capacity is reached, the system will display a warning whenever you open the **Comfort Pro A IVE** application. If necessary you can then export older data before they are overwritten.

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